

**DEPARTMENT OF HEALTH AND FAMILY SERVICES
DIVISION OF HEALTH CARE FINANCING
ADMINISTRATOR'S MEMO SERIES**

NOTICE: 03-05

DATE: 07/07/03

DISPOSAL DATE: Ongoing

**RE: INCOME MAINTENANCE
ADVISORY COMMITTEE
(IMAC)**

To: County Departments of Human Services Directors
County Departments of Social Services Directors
Tribal Chairpersons/Human Services Facilitators
Tribal Economic Support Directors

From: Mark B. Moody
Administrator
Division of Health Care Financing

INTRODUCTION

On July 1, 2002 responsibility for Wisconsin's Food Stamp Program and Income Maintenance Administration was transferred from the Department of Workforce Development (DWD) to the Department of Health and Family Services (DHFS). As a result of this transition, responsibility for the Income Maintenance Advisory Committee (IMAC) also transferred to DHFS.

IMAC PURPOSE/SCOPE

The purpose of this memo is to provide information about the responsibilities of the Income Maintenance Advisory Committee (IMAC) and its current activities and priorities.

Income Maintenance (IM) programs are defined as the Food Stamp Program, Medicaid/BadgerCare Program, Family Care Program, Caretaker Supplement Program, and the Funeral and Cemetery Aids Program. The IMAC was first convened in the 1980s to examine the problems and develop options and specific actions necessary to make meaningful progress in achieving a quality statewide IM program. It is described in the current IM contract as "A body of local representatives selected under the Department's Policies and Procedures to provide input and advice to the Department on matters relating to IM programs and this contract."

The committee provides a means of communication on a variety of topics. The IMAC has been consulted by DHFS on implementation of new initiatives. The committee has also focused on strategic planning intended to improve service delivery while balancing administrative requirements with available funding. This includes consideration of issues proposed for biennial budget development, federal program and funding options, and coordination of IM and employment programs.

In addition to these functions, the current IM contract states that the committee serves as the body that may, at the committee's discretion, receive, hear, and make recommendations to the Department in disputes in accordance with section 21 of the contract. However, this activity has rarely been undertaken by the committee.

IMAC SUBCOMMITTEES

To assist with its overall responsibilities and to address specific issues, the IMAC has established subcommittees. The IMAC coordinates assignments and determines follow-up initiatives assigned to subcommittees. Each subcommittee is co-chaired by a local agency representative and a DHFS representative. The co-chairs determine the membership of the subcommittee. The subcommittees use a standard format to present policy options, pros/cons, and subcommittee recommendations to the IMAC.

Throughout 2002, subcommittees worked on a variety of issues and made significant progress on a number of key issues including:

- Options available to the state for standardizing policy and process across the Food Stamp and Medicaid Programs, including evaluation of the new options enacted in the recent reauthorization of the Farm Bill;
- Communication protocols from state to local agencies on policy and procedural clarifications and changes, and improving the communication process regarding CARES related changes;
- Food Stamp error reduction initiatives;
- Financing issues for the 2003 contracts including the formula for distribution of IM funds, and other funding issues;
- Review and approval of both the 2002 and 2003 IM contract language; and
- Administrative changes to streamline/relieve workload at the local level, and business processes that have the potential to reduce costs and improve customer service.

The IMAC committee would like to extend a thank you to all state, local and community representatives who participated in each of the subcommittees during 2002. The IMAC committee benefited greatly from the knowledge and expertise of numerous individuals who worked in partnership with the committee to improve and strengthen IM programs in Wisconsin.

In December 2002, the IMAC met in a strategic planning session and established six subcommittees to operate in 2003. These are:

1. Workload and Financing
2. Quality Assurance
3. Training and Technical Assistance
4. Information Technology
5. Program and Policy Coordination
6. IM, W-2, FSET and Child Care Coordination

A list of each subcommittee, its charter, primary activities and membership for 2003 is shown in the attached table. In addition, at the request of the local agencies, two ad hoc committees have recently been formed to address workload, policy and funding issues regarding MA transportation and the operation of the "fraud" program. These committees are seeking input from all interested agencies, even if you do not wish to participate on the committee. If you would like to provide comments or suggestions, or if you would like to recommend someone from your agency to participate on the subcommittee, please contact us. MA transportation: Joanne T. Simpson, DHFS, 608-261-8358, simpsj@dhfs.state.wi.us, or Bob Macaux, Florence County, 715-528-3296, macaux@florencewi.net. Fraud programs: Rick Zynda, DHFS, 608-266-9812, zyndarl@dhfs.state.wi.us, or Mike Poma Milwaukee County, 414-289-6644, mpoma@milwcnty.com.

The Training and Technical Assistance subcommittee is still seeking members. The purpose of the subcommittee is to evaluate and make recommendations about all aspects of the training and technical assistance service delivery model for the Income Maintenance agency workforce. This includes the content, availability and timeliness of training and technical assistance for all levels of IM

workers, as well as training service delivery models and exploration of distance learning methods. If you are interested in participating in this subcommittee, or would like to recommend someone from your agency, please contact: Theresa Fosbinder, DHFS, 608-261-8889, fosbitl@dhfs.state.wi.us.

MEMBERSHIP AND STAFFING RESPONSIBILITIES:

The membership of the IMAC consists of local representatives and state staff. The membership is established to ensure a mix of representatives from agencies of various sizes and to include a tribal representative.

The current co-chairs of the IMAC are Ed Kamin of Kenosha County and Susan Wood of DHFS. The co-chairs work together to plan the agenda and conduct the monthly IMAC meeting. Chloe Bodine of DHFS provides staff support to IMAC for preparation of agendas, meeting logistics and minutes, and for maintaining a listing of all workgroups working on IM issues.

MEETING SCHEDULE AND INFORMATION:

The IMAC meets on the third Thursday of each month. The location of the meetings is established by the committee. The meeting dates, locations, agendas, minutes and workgroup reports are published on the IMAC web site at www.imac.state.wi.us.

CENTRAL OFFICE CONTACT

Joanne T. Simpson
Section Chief, Program Management Section
DHFS, DHCF, Bureau of Income Maintenance Administration
1 W. Wilson St., Room 1050
Madison, WI 53701
TEL: 608-261-8358

IMAC Subcommittees – 2003

| Subcommittee Name And Charter (Purpose/Scope) | 2003 Activities/ Issues | 2003 Membership |
|--|--|--|
| <p>WORKLOAD AND FINANCING</p> <p><u>Charter (Purpose/Scope):</u> Created as an ad-hoc committee in 2001 to assess all options to relieve workload at the local level, including the possibility of increased administrative funding. In recognition of the ongoing nature of the work associated with balancing funding and workload, the committee will become a formal subcommittee of the IMAC effective January 2003.</p> | <ol style="list-style-type: none"> 1. Amount of funding for IM programs. 2. Methodology for distribution of IM funds and for costing out potential program changes (up and down) 3. Cost allocation, including impact of the Random Moment Time Study on local administrative funding 4. Program coordination including with DWD run programs and work o the C&I subcommittee of the W-2 Advisory Committee. Also includes proposal to move child care and emergency assistance to DHFS along with funding and then require counties to perform these functions so that child care and emergency assistance can be tied to other safety net programs. 5. IM contract language 6. Opportunities to modify work processes to relieve workload. | <p><i>DHFS Co-chair: Susan Wood, DHFS</i> <i>County Co-chair: Ed Kamin, Kenosha Co</i> Cheryl McIlquham, DHFS Joanne Simpson, DHFS John Haine, DHFS Bernadette Connolly, DHFS Jodi Ross, DHFS Cori McFarlane, DHFS-AAA-Northeastern Region Lynn Brenner, Calumet Co Liz Greene, Dane Co Bob Macaux, Florence Co Mike Poma, Milwaukee Co Felice Riley, Milwaukee Co John Rathman, Outagamie Co</p> |

| Subcommittee Name And Charter (Purpose/Scope) | 2003 Activities/ Issues | 2003 Membership |
|--|--|---|
| <p>QUALITY ASSURANCE</p> <p><u>2003 Proposed Charter:</u> The 2003 IM contract language states, “The Department agrees to work with local agencies using the IMAC and its subcommittees to jointly develop strategies to effectively address payment accuracy in the Food Stamp program. One of the subcommittees will function as a technical workgroup focusing on quality assurance to propose balanced strategies that specify actions at both the state and local levels needed to reduce the most costly errors.”</p> <p>This subcommittee will develop and recommend strategies for quality assurance compliance in the IM program. Issues to be addressed include customer service and payment accuracy. In addition, this work group will develop the standards by which penalties may be imposed and/or incentive payments may be made to counties based upon measurable performance standards. This will also involve ensuring the appropriate implementation of performance standards from modifying contract language to identifying appropriate funding mechanisms.</p> | <ol style="list-style-type: none"> 1. Performance Standards-By July review current contract requirements, review federal FS performance standards for applicability for IM QA purposes. Also review other potential performance standards, incentive funding for fraud and agency preventable errors. Make recommendations on contract language changes and funding. 2. Coordination of error reduction strategies (including review of results of the MEQC, FS error reduction issues). | <p><i>DHFS Co-Chair: John Haine, DHFS</i> <i>County Co-chair: Jackie Bennett, Racine Co</i> Joanne Simpson, DHFS Bernadette Connolly, DHFS Lisa Hanson, DHFS Vicki Jessup, DHFS Marilyn Rudd, DHFS Marcia Williamson, DHFS Pam Lohaus, DHFS-AAA-Southern Region Chris Elms, Dane Co Kathy Judd, Dane Co Joanne Ator, Door Co Lorie Mueller, LaCrosse Co Jacaie Coutant, Milwaukee Co</p> |

| Subcommittee Name And Charter (Purpose/Scope) | 2003 Activities/ Issues | 2003 Membership |
|--|---|---|
| <p>TRAINING and TECHNICAL ASSISTANCE</p> <p><u>Charter:</u></p> <p>This subcommittee was created in 2003 to evaluate all aspects of the training and technical assistance service and delivery model for Income Maintenance agency workforce. This includes the availability and timeliness of training and technical assistance for all experience levels of IM workers.</p> | <ol style="list-style-type: none"> 1. Create inventory of IM worker experience levels 2. Create inventory of training currently available at each level 3. Determine the technical assistance needs of the local agencies 4. Provide a suggested service delivery model for both training and technical assistance. | <p><i>DHFS Co-chair: Theresa Fosbinder</i> <i>County Co-chair:</i> Cindy Booth, DHFS Dave Hippler, DHFS Melissa Otter, DHFS Susan Rusboldt, DHFS-AAA-Western Jeff Brikowski, DHFS Gerry Mayhew, DWD Staci Wanty, UW-Oshkosh, CCDET Trainer Keli Poppe, Kenosha Co Vanessa Robertson, Milwaukee Co Judy Johnson, Payment Accuracy Consultant Deb Solis, Dane Co. Jane Cheever, Iron Co Jenny Hoffman, Brown Co</p> |

| Subcommittee Name And Charter (Purpose/Scope) | 2003 Activities/ Issues | 2003 Membership |
|---|--|---|
| <p>IT</p> <p><u>Charter:</u></p> <ol style="list-style-type: none"> 1. Represent the interests of local agencies in strategic planning for automation efforts. 2. Identify problems, explore options and make recommendations for IT systems improvements to DHFS and DWD; and 3. Recommend appropriate communication channels between the local agencies and DHFS and DWD about priorities, concerns and work in progress <p>Systems included within the scope of the IT subcommittee:</p> <ol style="list-style-type: none"> 1. CARES 2. SSI/Medicaid system 3. EBT Systems 4. MMIS 5. State Supplemental SSI Payment System <p>In addition, this workgroup needs to coordinate with the CARES subcommittee of the C&I subcommittee of the W-2 Advisory Committee.</p> | <p><i>A. Short and Intermediate Range Local Issues:</i></p> <ol style="list-style-type: none"> 1. Commuications 2. Policy Resources 3. Online Handbooks 4. Change Center/Tech Support <p><i>B. Longer Range CARES Plans</i></p> <ol style="list-style-type: none"> 1. Sequencing of Work 2. Technical requirements for the future <p><i>C. Other Specific Topics</i></p> <ol style="list-style-type: none"> 1. Explore interfaces between systems and the need when possible to update information automatically with proven/verified data. 2. Advise counties on technical needs associated with changes based on recent DHFS planning. 3. Child care payment system 4. Fully explore issue of proposal to move W-2 and child care out of CARES. 5. Explore a common client index for multiple systems | <p><i>DHFS Co- Chair: Jim Jones</i> <i>County Co-Chair: Debbie Bigler</i> Bob Martin, DHFS Evie Ryan-Tondryk, DHFS Theresa Fosbinder, DHFS Kathy Luedtke, DHFS Barb Mikkelsen, DHFS Sara Pynenberg, DHFS Laurie Teubert, DHFS Janice Tripp, DHFS-AAA-Northern Region Jill Jokela, DWD Bill Blank, Juneau Co Jeanne Brandl, Marathon Co Jacaie Coutant, Milwaukee Co. Colin Her, Milwaukee YWCA Joan Kovach, Bayfield Co Charlotte Mayfied, Milwaukee YWCA Luann Page, Waukesha W-2 Karen Pearson, Waukesha Co Diane Peterson, St. Croix Co Kelly Reid, Milwaukee OIC Vanessa Robertson, Milwaukee Co Tony Sis, Dane Co Pam Waffle, Columbia Co</p> |

| Subcommittee Name And Charter (Purpose/Scope) | 2003 Activities/ Issues | 2003 Membership |
|---|---|---|
| <p>PROGRAM POLICY COORDINATION</p> <p><u>Charter:</u> Created by the Administrator of DES to review issue papers and policy documents and recommend policy and process changes to meet the goal of a more simplified application, redetermination, and eligibility determination process for customers and local agencies.</p> | <ol style="list-style-type: none"> 1. Uniformity across programs. Evaluate the options available to the state for standardizing policy and process across FS and MA and other public assistance programs, including the new options enacted in the recent reauthorization of the Farm Bill. 2. Eliminate duplicate activity in processing disability applications across the DHFS Disability Determination unit and the Social Security Administration 3. Design/update standard communication protocols from state to local agencies on policy and procedural clarifications and changes. | <p><i>DHFS Co-Chairs: Mike McKenzie and Scott Riedasch</i> <i>County Co-Chair: Sheryl Siegel, Winnebago County</i></p> <p>Amy Mendel-Clemens, DHFS Carol Amelong, DHFS John LaPhilliph, DHFS Sara Pynenberg, DHFS James Hennen, DHFS-AAA-Southeastern Region Alesia Daniel, Milwaukee Co Wendy Metcalf, Marquette Co Diane Northrup, St. Croix Co Sara Shackleton, Dane Co Rebecca Brueggeman, DWD Kathy Judd, DWD Christopher Conor, DOA Jonathan Bader, WISCAP Dick Buschmann, Advocate Shirin Cabraal, LAW Monica Danley, UMOS Jon Janowski, HTF, Milwaukee Sue Moline Larson, LOPP Carol Medaris, WCCF Beth Smith, AFSCME</p> |

| Subcommittee Name And Charter (Purpose/Scope) | 2003 Activities/ Issues | 2003 Membership |
|--|---|--|
| <p>IM, W-2, FSET AND CHILD CARE COORDINATION COMMITTEE</p> <p><u>Charter:</u> This group was created at the request of the W-2 Contract and Implementation (C&I) Committee to review Medicaid, Food Stamps, FSET, W-2 and Child Care issues that cross programs brought forth from the Workload Symposium. This committee will develop issue papers and recommend policy and process changes to meet the goal of creating a seamless delivery of work programs and supportive services.</p> <p>The committee is a formal subcommittee of the IMAC and the W-2 C&I Committee to focus on opportunities for integration and coordination between employment programs administered by DWD and supportive service programs administered by DHFS.</p> <p>The committee will be responsible for providing feedback on existing programs and procedures and for making recommendations on the design, implementation and evaluation of new initiatives that cross income maintenance programs and work programs. Recommendations are made to the IMAC and the W-2 C&I Committees</p> | <p>The work plan currently identifies a list of FSET and child care program issues. The committee also focuses on uniformity among all programs and communication issues among DWD, DHFS and local agencies..</p> | <p><i>Co-Chair: John Rathman, Outagamie Co</i> <i>DWD Co-Chair: Edie Sprehn, DWD</i> Cindy Booth, DHFS Bernadette Connolly, DHFS Sara Pynenberg, DHFS Connie Hendries, Manitowoc Co Shirley Kitchen, Dodge Co Mike Poma, Milwaukee Co Marilyn Putz, Kaiser Group, Walworth Co Shirley Ross, La-Crosse Co Michael VanDyke, Door Co</p> <p>The committee membership also includes DWD representatives as well as other local agency representatives.</p> |